

Pharmanex® BioPhotonic Scanner



Help Guide

Dear Scanner Operator

We are sorry to hear that your scanner is not working as expected. We kindly ask you to go through the following steps to see if this can solve the issue.

Once the Scanner is working properly again, you do not need to proceed to the next step in the guide below.

1. Please look for available **updates** for the S3 app or the iPad's iOS version. Check updates for your S3 app by going into the S3 app - Support - Check for update. Your iOS can be updated under Settings on your iPad.
2. If there are no updates available, **reinstall the S3 app without deleting the app**. Make sure you are connected to Wi-Fi and download the app using the Safari web browser and the weblink: www.s3scannerapp.com. Try to connect to your scanner once the S3 app is reinstalled.
3. **Power down the S3 Scanner** by pressing the power button briefly. Now press the ON/OFF button for a good 10 seconds. You should see the Power ON logo, followed by the S3 logo and then the Scanner will shut down again. Try and turn the Scanner ON again and connect it to the S3 app. Remember to have the Bluetooth on.
4. If this fails, you must **delete the S3 app** and download it again.

Important! Before you delete the S3 app, double check that all your latest scans are synced and if you have any digital scan cards on your iPad, please take a screen shot of the amount so you can redeem them later.

Turn off the scanner and delete the S3 app by pressing on the S3 app icon on your iPad for a few seconds until a small X comes up allowing you to delete the app. Open your Safari web browser and type in the address: www.s3scannerapp.com. Select Download and follow the instructions shown online.

5. The scanner app needs to be trusted on your iPad before you can use it. Go to your settings on the iPad - General - Device Management (just below VPN). [Trust Nu Skin Enterprises](#) and open the S3 app again.
6. Power ON your scanner as well as the Bluetooth on the scanner. Open the newly installed S3 app again and try to connect it to the scanner.
7. If the error remains on your scanner, the last option is to leave the scanner power ON and let it [run out of battery](#) and then [recharge it for at least 8 hours](#). It is important that the scanner gets all the way down to 0% battery before you start charging it again.

If nothing of the above helps, we kindly ask you to contact your local Scanner Support.